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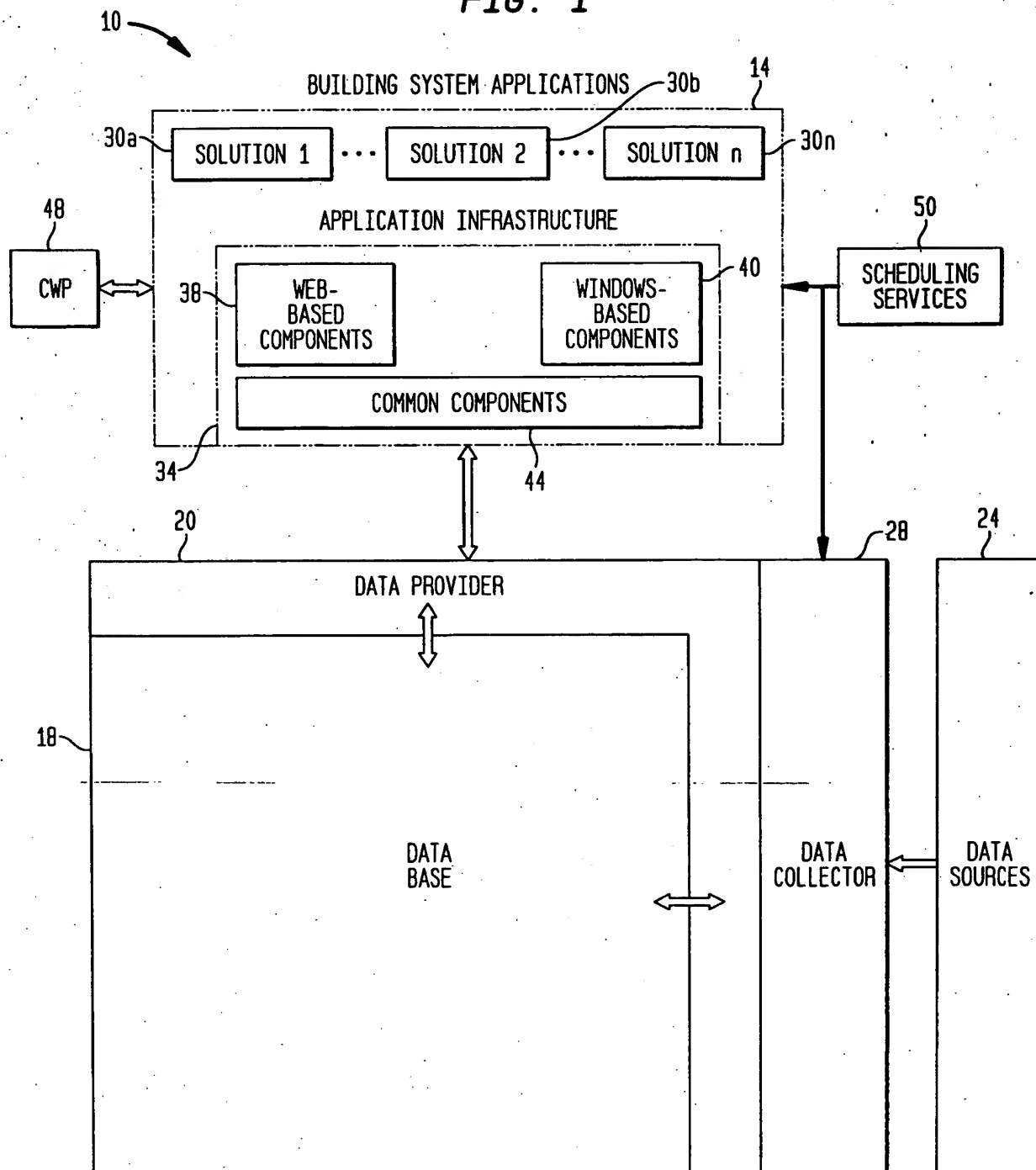
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FIG. 1



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FIG. 2A

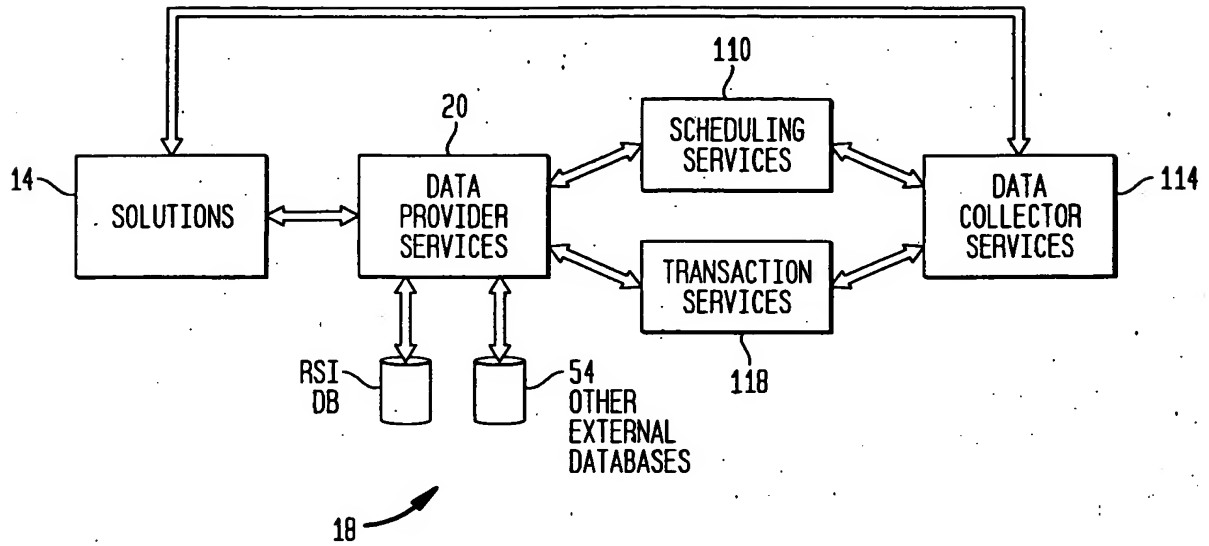


FIG. 2B

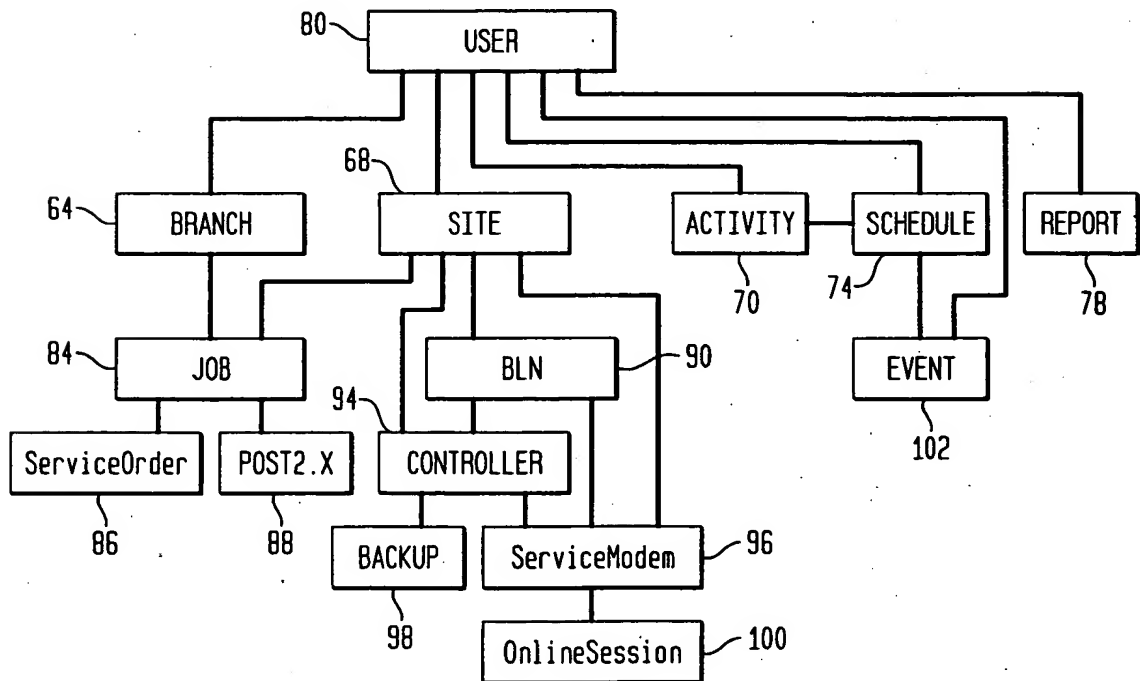
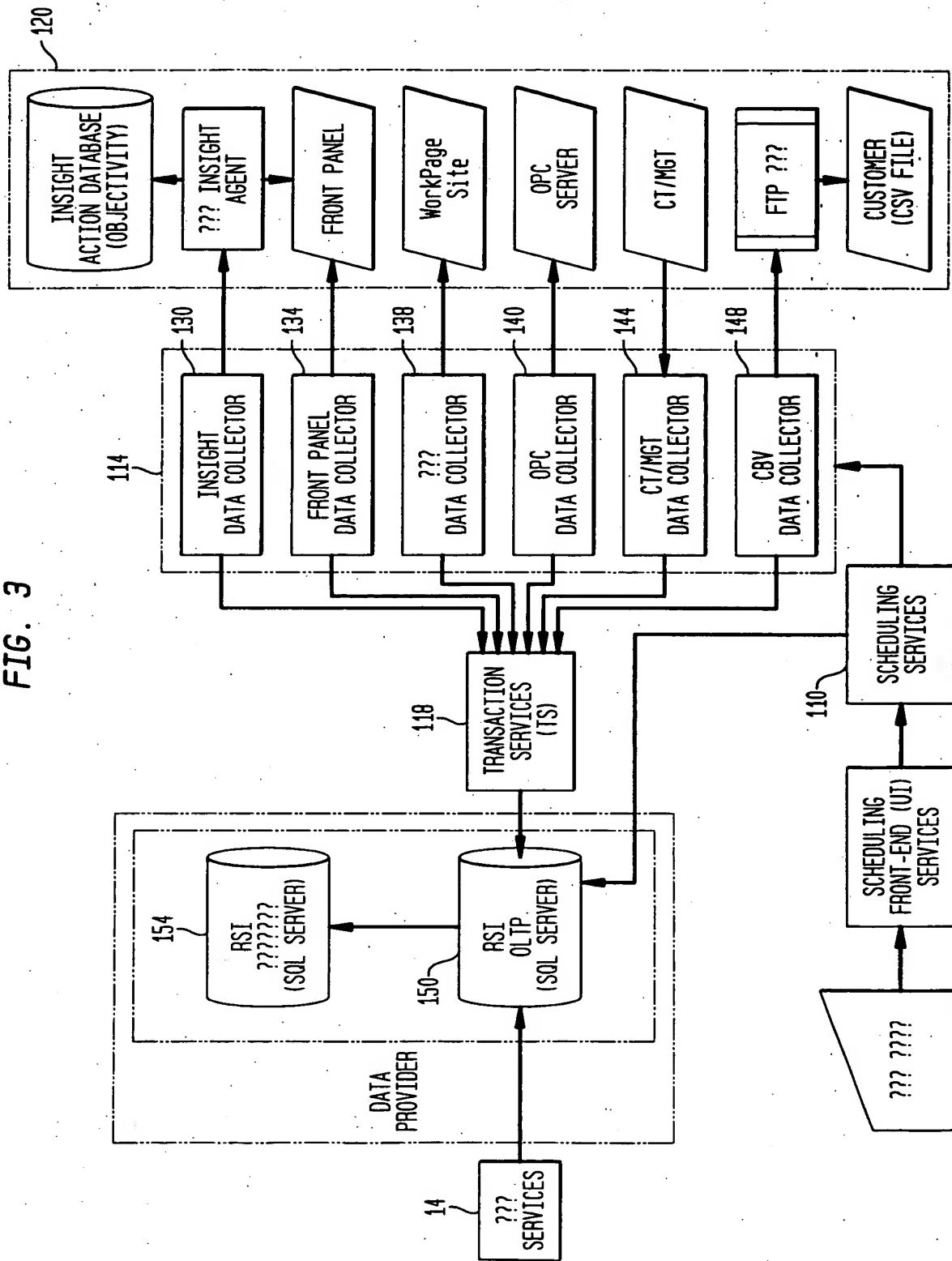


FIG. 3



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FIG. 4

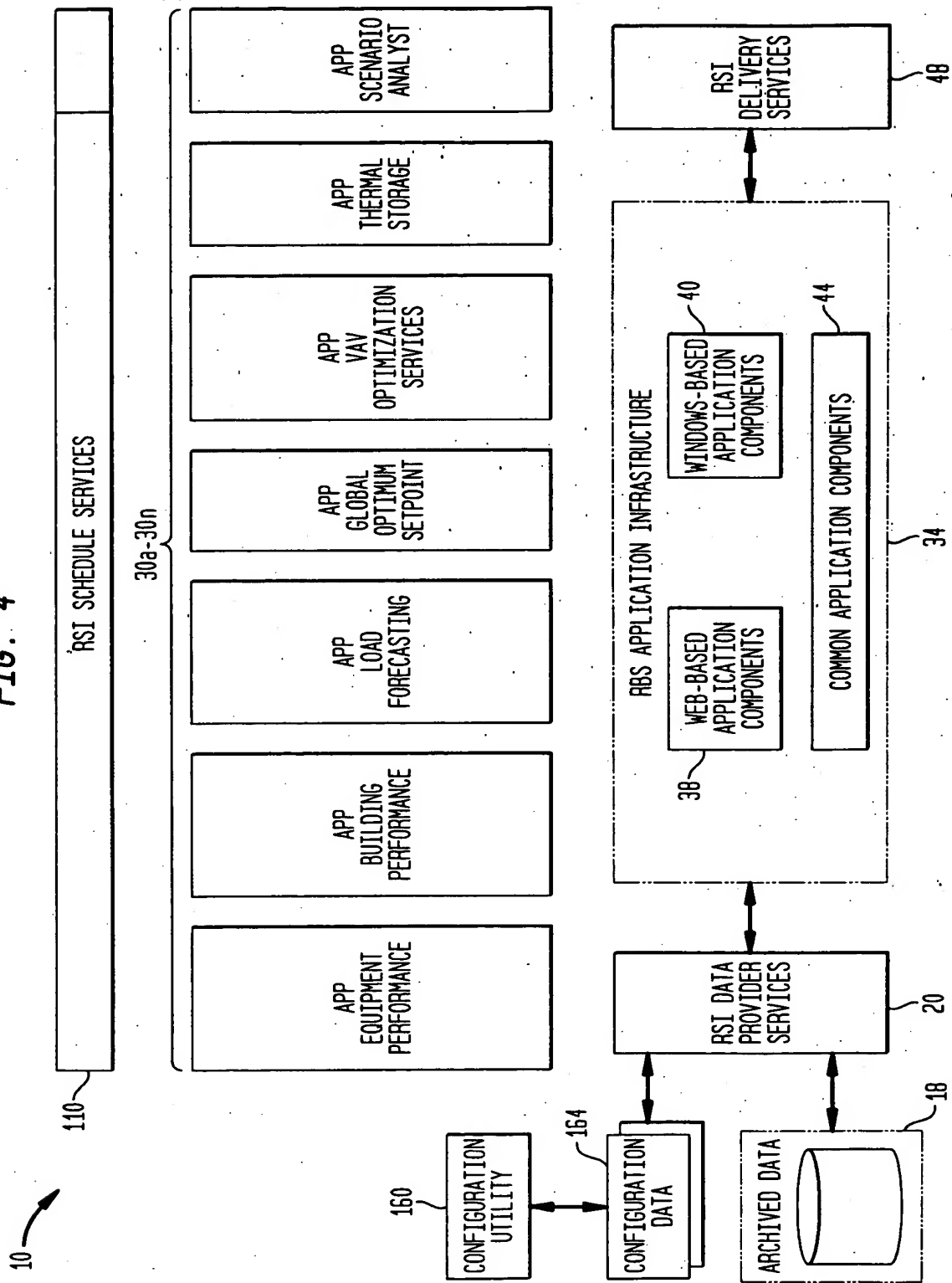
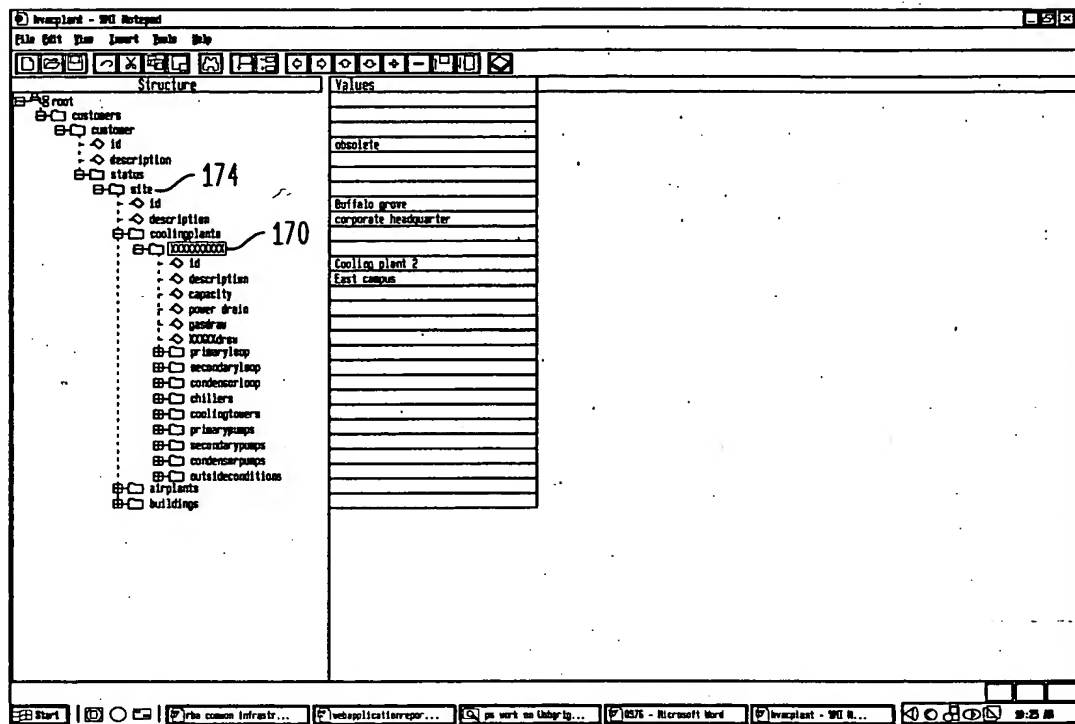
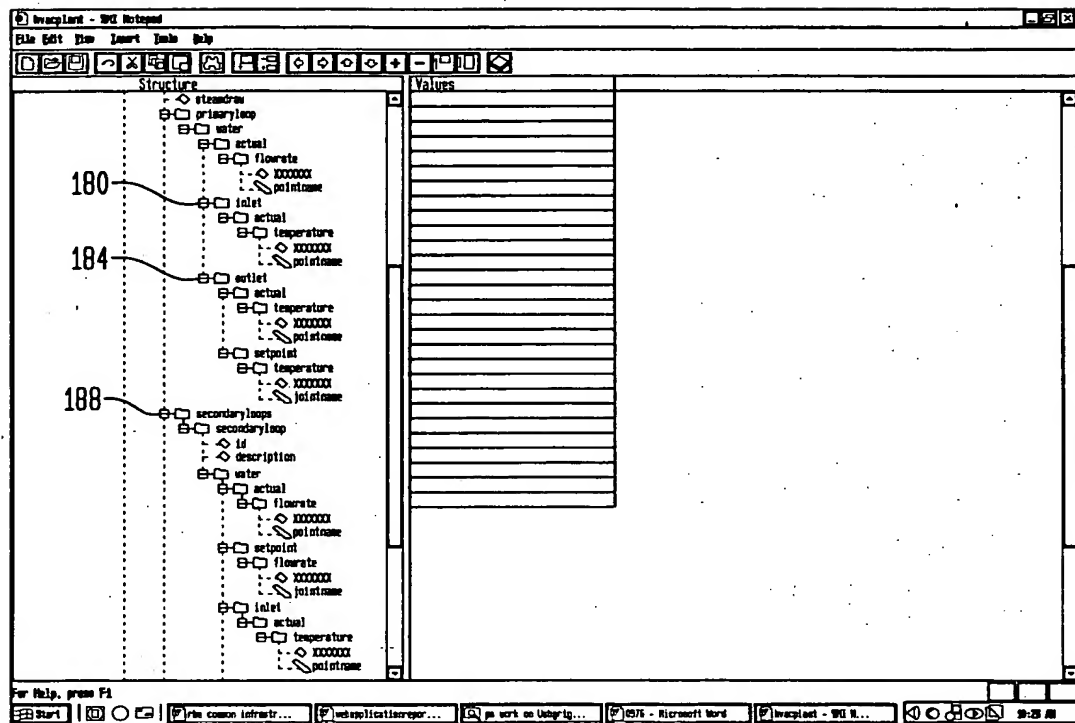


FIG. 5.



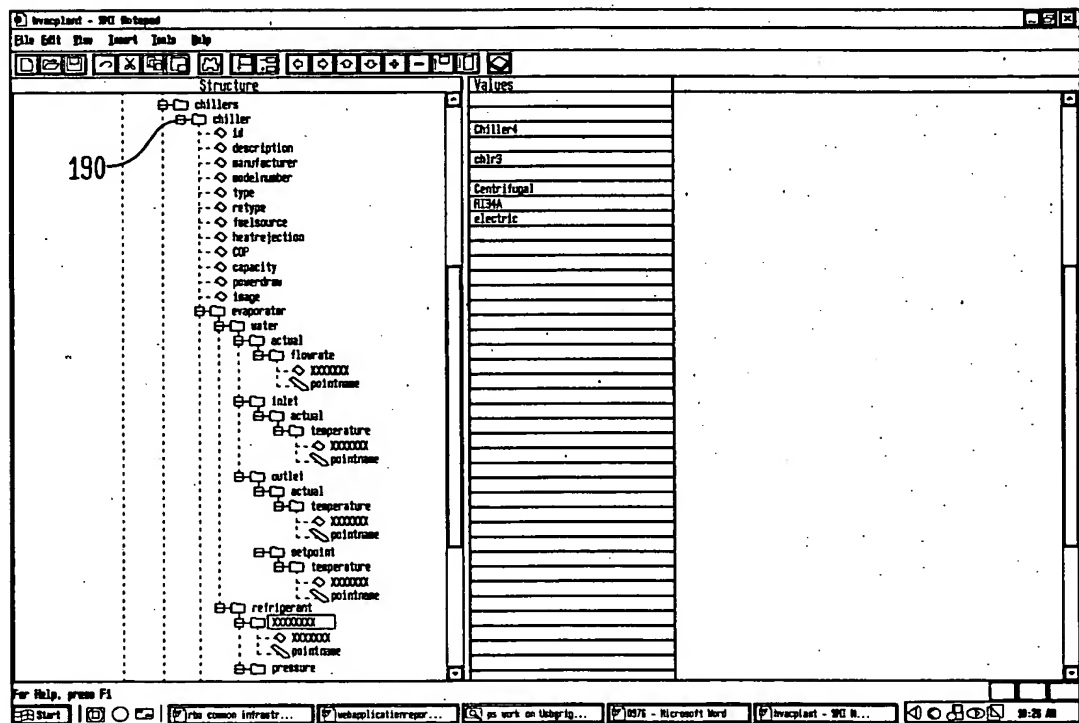
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FIG. 6

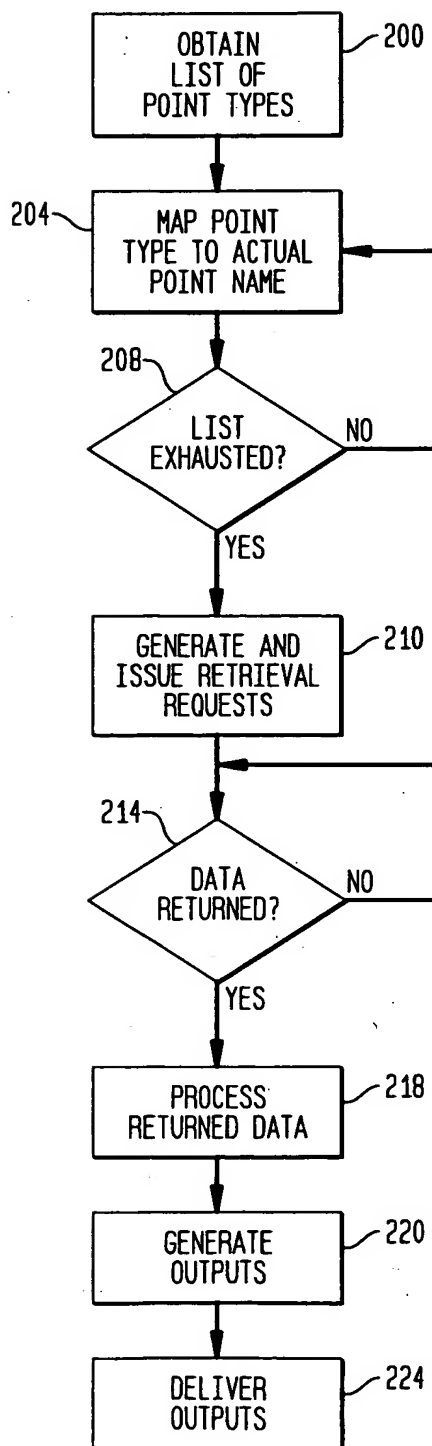


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FIG. 7

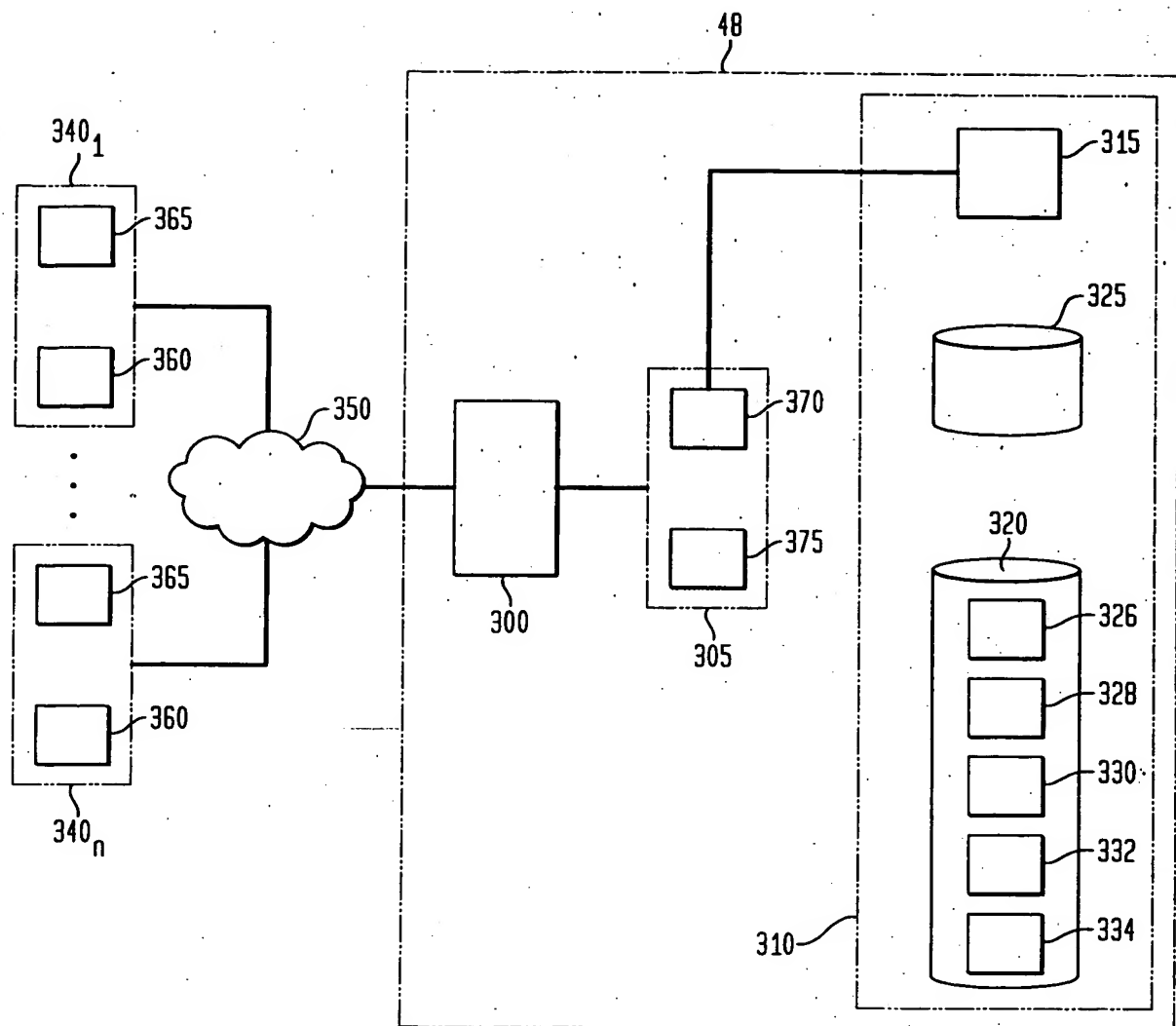


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FIG. 8

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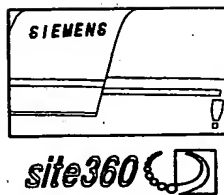
FIG. 9



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FIG. 10

400



SIEMENS

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Search for... go >

Service Central Fileshare Administration Log Out
Home | >Service Central >Service Activity

430

Request Service

→ Service Activity
 Open Calls
 Closed Calls
 Custom Reports
 TSP Contracts 435
 Equipment
 Sites 440
 Request Service

Service Activity

The service activity function provides online access to all service information for the sites, equipment, and service activities that you are authorized for. Clicking any of the links provides more detailed information for that entry.

Summary

The summary provides and overview of all service activity for all sites for which you are authorized grouped by status, call type, and system type.

Call Status

Open

Closed

Call Type

Preventive

Corrective

System

Fire

HVAC

Mechanical

Security

Detail

The table below lists detail for all sites, as well as the service activity information associated to them, for which you are authorized. Clicking any table header will sort the data by that column. You can also export the table content to another format by clicking the desired file format symbol to the right.

Item 1-5 of 43

Site

Call Status
Open Closed

Call Type

Preventive Corrective

Export to: .xls .doc ASCII

System

Type

Number

▶ SZ COLLEGE PARK (B320013)	▶ 1	▶ 0	▶ 0	▶ 1 HVAC	▶ 1
▶ SZ COLLEGE PARK (B320013)	▶ 0	▶ 3	▶ 3	▶ 0 Mechanical	▶ 3
▶ SZ EAST LIBRARY (B408013)	▶ 0	▶ 1	▶ 1	▶ 0 Mechanical	▶ 1
▶ SZ EAST POINT (B425013)	▶ 2	▶ 0	▶ 0	▶ 2 HVAC	▶ 2
▶ SZ EAST POINT (B425013)	▶ 0	▶ 1	▶ 1	▶ 0 Mechanical	▶ 1

▶ 1-5 ▶ 6-10 ▶ 11-15 ▶ 16-20 ▶ 21-25 ▶ 26-30 next →

402

404

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FIG. 11

SIEMENS 500

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Search for... go >

Service Central Fileshare Administration Log Out

| Home | >-- >-- >Open Calls

Request Service

Open Calls

Below is an overview of all service activities with an "open" status (this includes open, scheduled, and dispatched calls). Clicking Display filter criteria and selecting different filtering criteria options allows you to modify the report.

Item 1-5 of 15

Open Date	Order No.	Status	Site	Description	Call Type	System	PO No.
4/23/03	▶ 030321-0852	Open	SZ MULTIPURPOSE (B251013)	REPLACE SCREENS	Preventive	Mechanical	200303974
4/18/03	▶ 030307-3329	Open	SZ COLLEGE PARK (B320013)	PH	Preventive	Mechanical	200304780
4/18/03	▶ 030416-0534	Open	SZ TOM LOWE (B239013)	REPLACE DEFECTIVE CONDENSING F	Preventive	Mechanical	200305191
4/18/03	▶ 030416-0589	Open	SZ TOM LOWE (B239013)	PH **NOTE** MUST CALL TO GET T	Preventive	Mechanical	200305192
4/17/03	▶ 030416-0551	Open	SZ SOUTHWEST (B440013)	LEAK ON 1ST CIRCUIT ON CHILLER	Preventive	Mechanical	200305232

▶ 1-5 ▶ 6-10 ▶ 11-15

Export to:

→ Display Filter Criteria →

→ Display Equipment / Contract No.

Service Activity

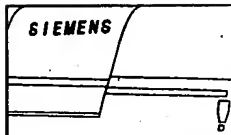
- Open Calls
- Closed Calls
- Custom Reports
- TSP Contracts
- Equipment
- Sites
- Request Service

site360

2002P12040US01
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FIG. 12

600



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Search for... go >

Service Central Fileshare Administration Log Out
Home | >>> >Open Calls >Service Order

Request Service

site360

→ Service Activity
→ Open Calls
Closed Calls
Custom Reports
TSP Contracts
Equipment
Sites
Request Service

Service Order

Below is detailed information for the individual service order you have selected.

Summary

The summary provides an overview of information related to the selected service order number.

Service Order No.	030321-0852	Customer Name	Demonstration Customer
PO Number	200303974	Contract No.	
Site	SZ MULTIPURPOSE (8251013)	System	Mechanical
Status	Open	Open Date	4/23/03
Call Type	Preventive	Closed Date	
Request Type	fax		
Problem Type	Repair or Replace Parts		
Call Priority	Next Scheduled Visit		

Detail

The problem and resolution area provides a description of the requested service and what action has been taken to resolve the issue.

Problem Description REPLACE SCREENS FOR CIRCULATION PUMP STRAINER
Resolution

Further Information

Use the following links to get further equipment, call, or appointment information.

go to ↙ Equipment ↙ Call Log ↙ Appointments
Equipment 610 620 630

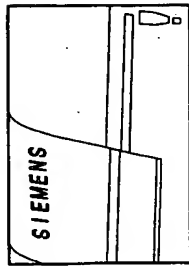
The table below lists equipment that was serviced on the selected order number.

No Data Available.

Call Log

The table below lists all activities logged to the selected service order number.

FIG. 13



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Search for ... go >

Service Central Fileshare Administration Log Out
 | Home | >... >... >Open Calls >Service Order



- Service Activity
- Open Calls
- Closed Calls
- Custom Reports
- TSP Contracts
- Equipment
- Sites
- Request Service



Appointment

Below is the detailed information for the single appointment selected for this call.

Summary

The summary provides an overview of information related to the selected appointment.

Service Order No.	030321-0852	Contract No.	
PO Number	200303974	Customer Name	Demonstration Customer
Site	SZ MULTIPURPOSE (8251013)	Branch	ATLANTA
Appointment No.	030321-0852[0001]1240097	Lead Technician	Steve Conti
Open Date	4/23/03	Skill Type	Fitter Journeyman
Closed Date			
Appointment Status	TERMINATIVE		

Equipment

The table below lists the equipment that service was performed on for this particular appointment. If no data appears, service has not yet been performed.

No Data Available.



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FIG. 14

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Search for... go >

Service Central Fileshare Administration Log Out

Home | >... >... >Closed Calls

Request Service

→ Display Filter Criteria →

Below is an overview of all service activities with a "closed" status (this includes completed, closed and paid calls). Clicking Display filter criteria and selecting different filtering criteria options allows you to modify the report.

Item 1-5 of 178 810

Open Date	Order No.	Status	Site	Description	Call Type	System	PO No.
4/15/03	▶ 030307-3331	Complete	SZ EAST POINT (B425013)	PH	Preventive	Mechanical	200305028
4/15/03	▶ 030403-0115	Complete	UPS 35 Glenlake Fire	TAMPER TROUBLE	Preventive	Fire	
4/10/03	▶ 030307-3327	Complete	SZ FAIRBURN (B323013)	PH	Preventive	Mechanical	
4/10/03	▶ 030410-0128	Complete	SZ MULTIPURPOSE (B323013)	CHANGE THE BELTS	Preventive	Mechanical	
4/9/03	▶ 030307-3325	Complete	SZ SOUTHWEST (B440013)	PH	Preventive	Mechanical	200304882
▶ 1-5	▶ 6-10	▶ 11-15	▶ 16-20	▶ 21-25	▶ 26-30	next →	

→ Display Equipment / Contract No.

→ Service Activity

Open Calls

→ Closed Calls

Custom Reports

TSP Contracts

Equipment

Sites

Request Service

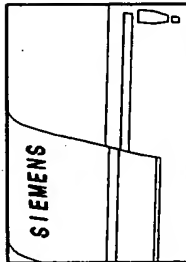








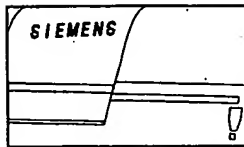
FIG. 15 900

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		Search for... <input type="text"/> go >				Request Service																																																				
Service Fileshare Administration Log Out Home >...> Selected Services																																																										
→ Service Activity → Open Calls → Closed Calls → Custom Reports → Selected Services → TSP Contracts → Equipment → Sites → Request Service		→ Display Filter Criteria → 																																																								
The Selected Services function provides an overview of selected service activities for the site and system type you selected. Clicking Display filter criteria enables you to view the criteria set for this report and to also select different filtering criteria options to modify the report, if desired. You can also export the table content to another format by clicking the desired file format symbol to the right.		Export to:  xls  doc  ascx																																																								
Item 1-5 of 15		<table border="1"> <thead> <tr> <th>Open Date</th> <th>Order No.</th> <th>Status</th> <th>Description</th> <th>Call Type</th> <th>System</th> <th>PO No.</th> </tr> </thead> <tbody> <tr> <td>5/1/03</td> <td>▶ 030409-0306</td> <td>Open</td> <td>MURRAY ELEMENTARY</td> <td>Preventive</td> <td>HVAC</td> <td></td> </tr> <tr> <td>5/1/03</td> <td>▶ 030409-0307</td> <td>Open</td> <td>NEHAWKA MIDDLE</td> <td>Preventive</td> <td>HVAC</td> <td></td> </tr> <tr> <td>5/1/03</td> <td>▶ 030409-0308</td> <td>Open</td> <td>CONESTOGA HIGH SCHOOL</td> <td>Preventive</td> <td>HVAC</td> <td>SIGNED TSP</td> </tr> <tr> <td>5/1/03</td> <td>▶ 030409-0309</td> <td>Open</td> <td>CONESTOGA HIGH SCHOOL</td> <td>Preventive</td> <td>HVAC</td> <td>SIGNED TSP</td> </tr> <tr> <td>4/16/03</td> <td>▶ 030409-0310</td> <td>Open</td> <td>CONESTOGA HIGH SCHOOL</td> <td>Preventive</td> <td>HVAC</td> <td>SIGNED TSP</td> </tr> <tr> <td>▶ 1-5</td> <td>▶ 6-10</td> <td>▶ 11-15</td> <td>▶ 16-20</td> <td>▶ 21-25</td> <td>▶ 26-30</td> <td>next →</td> </tr> </tbody> </table>								Open Date	Order No.	Status	Description	Call Type	System	PO No.	5/1/03	▶ 030409-0306	Open	MURRAY ELEMENTARY	Preventive	HVAC		5/1/03	▶ 030409-0307	Open	NEHAWKA MIDDLE	Preventive	HVAC		5/1/03	▶ 030409-0308	Open	CONESTOGA HIGH SCHOOL	Preventive	HVAC	SIGNED TSP	5/1/03	▶ 030409-0309	Open	CONESTOGA HIGH SCHOOL	Preventive	HVAC	SIGNED TSP	4/16/03	▶ 030409-0310	Open	CONESTOGA HIGH SCHOOL	Preventive	HVAC	SIGNED TSP	▶ 1-5	▶ 6-10	▶ 11-15	▶ 16-20	▶ 21-25	▶ 26-30	next →
Open Date	Order No.	Status	Description	Call Type	System	PO No.																																																				
5/1/03	▶ 030409-0306	Open	MURRAY ELEMENTARY	Preventive	HVAC																																																					
5/1/03	▶ 030409-0307	Open	NEHAWKA MIDDLE	Preventive	HVAC																																																					
5/1/03	▶ 030409-0308	Open	CONESTOGA HIGH SCHOOL	Preventive	HVAC	SIGNED TSP																																																				
5/1/03	▶ 030409-0309	Open	CONESTOGA HIGH SCHOOL	Preventive	HVAC	SIGNED TSP																																																				
4/16/03	▶ 030409-0310	Open	CONESTOGA HIGH SCHOOL	Preventive	HVAC	SIGNED TSP																																																				
▶ 1-5	▶ 6-10	▶ 11-15	▶ 16-20	▶ 21-25	▶ 26-30	next →																																																				
		→ Display Equipment / Contract No.																																																								

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FIG. 16

1000

**site360**

Service Activity
TSP Contracts
Equipment
Sites
→ Request Service

SIEMENS[site360 Home](#) [site360 Ordering](#)[Help](#) [Contact Us](#)Search for... go >[Service Central](#) [Fileshare](#) [Administration](#) [Log Out](#)
[Home](#) | >-- >Request Service [Request Service](#)

Request Service

This page is for submitting online service requests.

For emergency or after-hours service, please call your local branch office.

* Indicates required field.

Request Type * Priority * Select Site * OR Enter Site Select Equipment * OR Enter Equipment * Location * Description * PO No. Last Name First Name E-mail * Phone

FIG. 17

SIEMENS 1100

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Search for... go >

Service Central Fileshare Administration Log Out

Home | >Service Central >TSP Contracts

Request Service

TSP Contracts

The TSP contracts function provides online access to all service contract information for the contracts and sites for which you are authorized. This overview screen informs you, in an aggregated form (overall and per site), of the number and value of existing contracts. Special attention should be given to expiring contracts. Clicking any of the links provides more detailed information for that entry.

Summary
The summary provides an overview of all service activity for all sites for which you are authorized grouped by status and system type.

Contract Status	System
Active	Fire
Expiring	HVAC
Cancelled	Mechanical
Expired	

1102

Detail
The table below lists detail for all sites, as well as the service activity information associated to them, for which you are authorized. Clicking any table header will sort the data by that column. You can also export the table content to another format by clicking the desired file format symbol to the right.

Item 1-5 of 6	Site	Active	Expiring	Cancelled	Expired	Export to:	System	Number
1	UPS 35 Glenlake Automation	1	0	0	0	1130	1132	1134
2	UPS 35 Glenlake Fire	0	0	0	0	1130	1132	1134
3	UPS 35 Glenlake Mechanical	1	0	0	0	1130	1132	1134
4	UPS 55 Glenlake Automation	1	0	0	0	1130	1132	1134
5	UPS 55 Glenlake FIRE	1	0	0	0	1130	1132	1134

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FIG. 18

1200



Such as known of
Contract Date



Search for ... go >

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Service Central Fileshare Administration Log Out

| Home | >Service Central >TSP Contracts >Active Contracts

Request Service




Request Service

Active Contracts

Below is an overview of all active service contracts. Clicking Display filter criteria and selecting different filtering criteria options allows you to modify the report. Clicking any of the links provides more detailed information for that entry. You can also export the table content to another format by clicking the desired file format symbol to the right.

Item 1-3 of 3 **1220**

Contract No.	Po No.	Description	Site	Status	Effective Date	Renewal Date	System
▶ NS-5699		TIME & MATERIAL	UPS 35 Glenlake Mechanical	Active	1/1/03	12/31/03	Mechanical
▶ PB-1394		FULL COMPREHENSIVE	Multiple Sites	Active	1/1/03	12/31/03	HVAC
▶ PC-1512			UPS 55 Glenlake FIRE	Active	8/1/02	7/31/03	Fire

Export to:  xls  doc  ASCII

1210

→ Display Filter Criteria →

19/30

FIG. 19 1300

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Search for... go >

Service Central Fileshare Administration Log Out

| Home | >Service Central >TSP Contracts >Expired Contracts >Individual Contract

Request Service



Individual Contract

The Individual contract function provides complete detail for the selected contract. For example, which sites and equipment are covered, contract duration, and service history under the specified contract.

Summary

The summary provides an overview of information related to the selected service contract.

Contract No.	PC-1356	PO No.
Status	Expired	
Effective Date	2/1/02	SBT Branch
Renewal Date	1/31/03	Secondary Contract
Time to Renewal	-21 Days	Coverage Type
Service Technician/ Account Engineer	Chris Howell	LABOR ONLY
		HVAC

Description LABOR ONLY

Service Activity
Use the following links to get service history or scheduled service information.

→ Service History → Scheduled Services

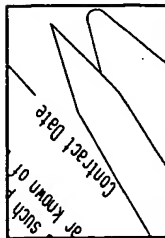
Detail 1330 1340

Clicking an existing service contract displays the contract in its entirety.

Sites & Equipment

The table below lists sites and equipment covered under this service contract. Select the desired site from the left side of the table. The equipment covered by the contract for the selected site will then display on the right side of the table.

Item 1-1 of 1	1370
Site	Equipment
UPS 35 Glenlake Fire	MECH/SPEC SCHEDULING



Service Activity

- TSP Contracts
- Active Contracts
- Expiring Contracts
- Cancelled Contracts
- Expired Contracts
- Custom Contracts
- Equipment
- Sites


Request Service

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20/30

FIG. 20



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Search for ... go >

Service Central Fileshare Administration Log Out

Home | >Service Central >Equipment

1400

Equipment

The equipment function provides complete service and technical information for your equipment. Select a site from the dropdown box and click go. A table of all equipment for that site appears. Click a specific equipment link to get detail for that piece of equipment.

Service Activity

TSP Contracts

→ Equipment

Sites

Request Service

Site

All

1402

go >

Export to:

.xls .doc ASCII

Item 1-5 of 35	Site	Equipment or Services	Quantity	Location	Asset ID	System
UPS 35 Glenlake Automation	▶		1	CABINET 11	UPS35SL01	HVAC
UPS 35 Glenlake Automation	▶	1405	1	CABINET 12	UPS35SL02	HVAC
UPS 35 Glenlake Automation	▶	CLIENT WORKSTATION REV*	1	INSIGHT 03	UPS35SL03	HVAC
UPS Glenlake Fire	▶	MECH/SPEC SCHEDULING	1		UPS35SL04	HVAC
UPS 55 Glenlake Automation	▶		1	CABINET 1 MAIN CHILLER PLANT	UPS55SL01	HVAC

▶ 1-5 ▶ 6-10 ▶ 11-15 ▶ 16-20 ▶ 21-25 ▶ 26-30 next →

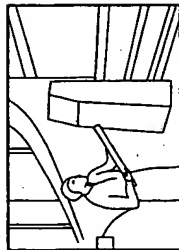


FIG. 21

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Search for... go >

Service Central Fileshare Administration Log Out

| Home | >Service Central >Equipment >-- >Individual Equipment

Request Service

Service Activity
TSP Contracts
→ Equipment
Sites
Request Service

Individual Equipment

The Individual equipment function provides all relevant technical information and detail for the selected piece of equipment.

Detail

Equipment	CLIENT WORKSTATION REV.	Asset ID	UPS355L03
Site	UPS 35 Glenlake Automation	Warranty Expiration	
Equipment Quantity	1	Contract No.	▶ PB-1394-1520
Equipment Location	INSIGHT 03	System	HVAC

Service Activity
Below is an overview of all service activities with an "open" status (this includes open, scheduled, and dispatched calls) for this piece of equipment.

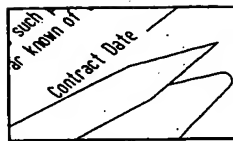
Item 1-1 of 1	Description	Call Type	Order No.	PO No.
Open Date	FULL COMPREHENSIVE	preventive	▶ 021216-0836	1540

Closed Calls
Below is an overview of all service activities with a "closed" status (this includes completed, closed, and paid calls) for this piece of equipment.

Item 1-2 of 2	Description	Call Type	Order No.	PO No.
Open Date	FULL COMPREHENSIVE	preventive	▶ 020625-0966	
7/3/02	FULL COMPREHENSIVE	preventive	▶ 0021032288	1560

22/30

FIG. 22


site360
SIEMENS

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 Search for... go >

 Service Central Fileshare Administration Log Out
 | Home | >Service Central >Equipment >Individual Contract

Request Service

 Service Activity
 → TSP Contracts
 Active Contracts
 Expiring Contracts
 Cancelled Contracts
 Expired Contracts
 Custom Reports
 Equipment
 Sites
 Request Service

Individual Contract

The individual contract function provides complete detail for the selected contract. For example, which sites and equipment are covered, contract duration, and service history under the specified contract.

Summary

The summary provides an overview of information related to the selected service contract.

Contract No.	PB-1394	PO No.	
Status	Active	SBT Branch	ATLANTA
Effective Date	1/1/03	Secondary Contact	Jacquelyn Brewer
Renewal Date	12/31/03	Coverage Type	FULL COMPREHENSIVE
Time to Renewal	313 Days	System	HVAC
Service Technician/ Account Engineer	M. Kevin Mote		

Description FULL COMPREHENSIVE

1630

Service Activity

Use the following links to get service history or scheduled service information.

→ Service History → Scheduled Services

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Detail

Clicking an existing service contract displays the contract in its entirety.

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Sites & Equipment

The table below lists sites and equipment covered under this service contract. Select the desired site from the left side of the table. The equipment covered by the contract for the selected site will then display on the right side of the table.

Item 1-3 of 3

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Item 1-3 of 3

Site

▶ UPS 35 Glenlake Automation
 ▶ UPS 55 Glenlake Automation
 ▶ UPS 55 Glenlake Automation

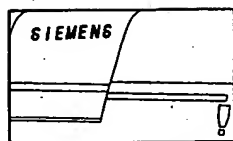
1670

Equipment

CLIENT WORKSTATION REV*

23/30

FIG. 23



site360

- Service Activity
 - Open Calls
 - Closed Calls
 - Custom Reports
 - Selected Services
- TSP Contracts
- Equipment
- Sites
- Request Service

SIEMENS

Siemens Building Technologies Home News Help Contact Us Sitemap

Search for... go >

Service Central Fileshare Administration Log Out
Home | >Service Central >Equipment > >Service Order

Request Service

1700

Service Order

Below is the data for the single service activity you have selected.

Summary

The summary provides an overview of information related to the selected service order number.

Service Order No.	020625-0956	Customer Name	Demonstration Customer
PO Number		Contract No.	PB-1394
Site	UPS 35 Glenlake Automation		1720
Status	Closed	System	HVAC
Call Type	Preventive	Open Date	7/3/02
Request Type	generated	Closed Date	7/5/02
Problem Type	MAINTENANCE		
Call Priority	Next Scheduled Visit		

Detail

The problem and resolution area provides a description of the requested service and what action has been taken to resolve the issue.

Problem Description

Resolution JEFF C. 7/3/02-BUILDING ON GENERATOR AT THIS TIME.

Further Information

Use the following links to get further equipment, call, or appointment information.

go to ↙ Equipment ↙ Call Log → Appointments

Equipment 1750 1760 1770

The table below lists equipment that was serviced on the selected order number.

Item 1-3 of 3

Export to: .xls .doc ASCII

Equipment

Equipment Name	Equipment Quantity	Location	Asset ID
▶		1 CABINET 11	UPS35SL01
▶		1 CABINET 12	UPS35SL02
▶ CLIENT WORKSTATION REV*		1 INSIGHT 03	UPS35SL03

Call Log

The table below lists all activities logged to the selected service order number.

No Data Available.

1710

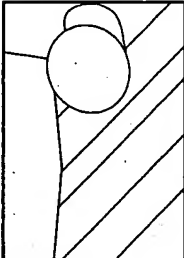
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FIG. 24



SIEMENS

1800

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Search for...

Service Central Fileshare Administration Log Out

| Home | >Service Central >Sites

Request Service

Service Activity

TSP Contracts

Equipment

→ Sites

Request Service

Sites

The site function provides complete service information for an individual site. Click any site link to get specific detail for that site. You can also export the table content to another format by clicking the desired file format symbol to the right...

Item 1-5 of 35

Site

▶ Primary

▶ SZ COLLEGE PARK (B320013) 1810




▶ SZ EAST LIBRARY (B408013)

▶ SZ EAST POINT (B425013)

▶ SZ ELECTION HSE (B804013)

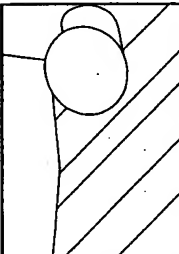
▶ 1-5 ▶ 6-10 ▶ 11-15 ▶ 16-20 ▶ 21-25 ▶ 26-30 next →

→ Display Filter Criteria →

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25/30

FIG. 25



SIEMENS

1900

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Search for ... go >

Service Central Fileshare Administration Log Out

Home | >Service Central >Sites >... >Individual Site

Request Service

Service Activity
TSP Contracts
Equipment
→ Sites
Request Service

Individual Site

The Individual site function provides detailed data for a single, selected, site enabling you to easily supervise and track all service activity for that site.

Service Activity Summary

The summary provides an overview of all service activity for this site grouped by status, call type, and system type.

1910	Site	SZ COLLEGE PARK (8320013)	Call Type	1930
1920	Call Status		Preventive	1965
	Open	▶ 1	Corrective	1970
	Closed	▶ 3	System	1940
			HVAC	1975
			Mechanical	1980

Service Activity Detail

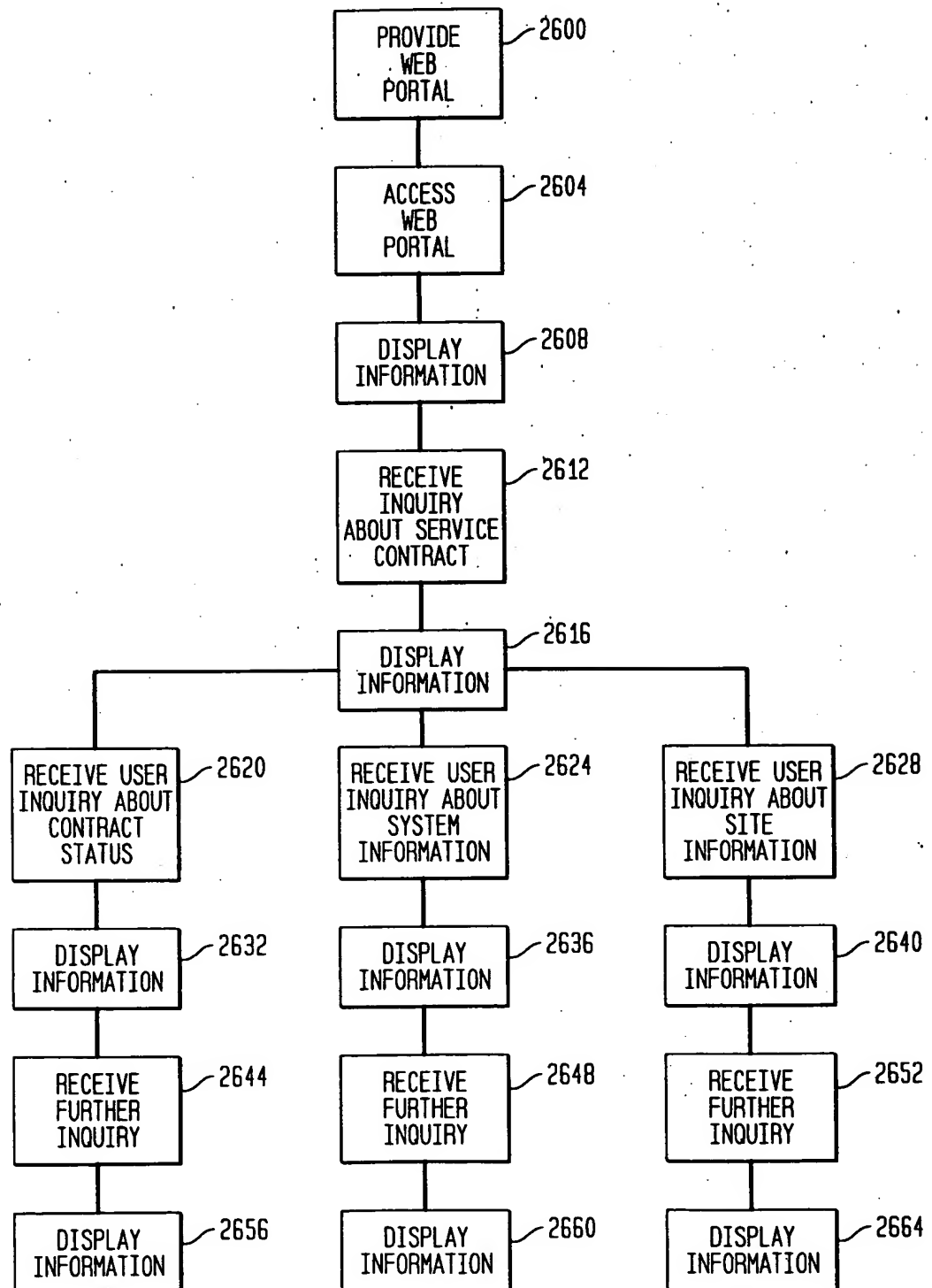
The table below lists detail for the Individual site, as well as the service activity information associated with it. Clicking any table header will sort the data by that column. You can also export the table content to another format by clicking the desired file format symbol to the right.

1985	Item 1-4 of 4		Export to:	xls	doc	ASCII
1990	Order No.	PO No.	Call Status	Call Type	Open Date	System
	▶ 021001-0210	PC-02SC87314	Closed	Preventive	10/7/02	Mechanical
	▶ 021005-0275	PC02SC87314	Closed	Preventive	10/15/02	Mechanical
	▶ 021015-0068	PC-02SC87314	Closed	Preventive	10/7/02	Mechanical
	▶ 030205-0002		Open	Corrective	2/6/03	HVAC



26/30

FIG. 26



27/30

FIG. 27

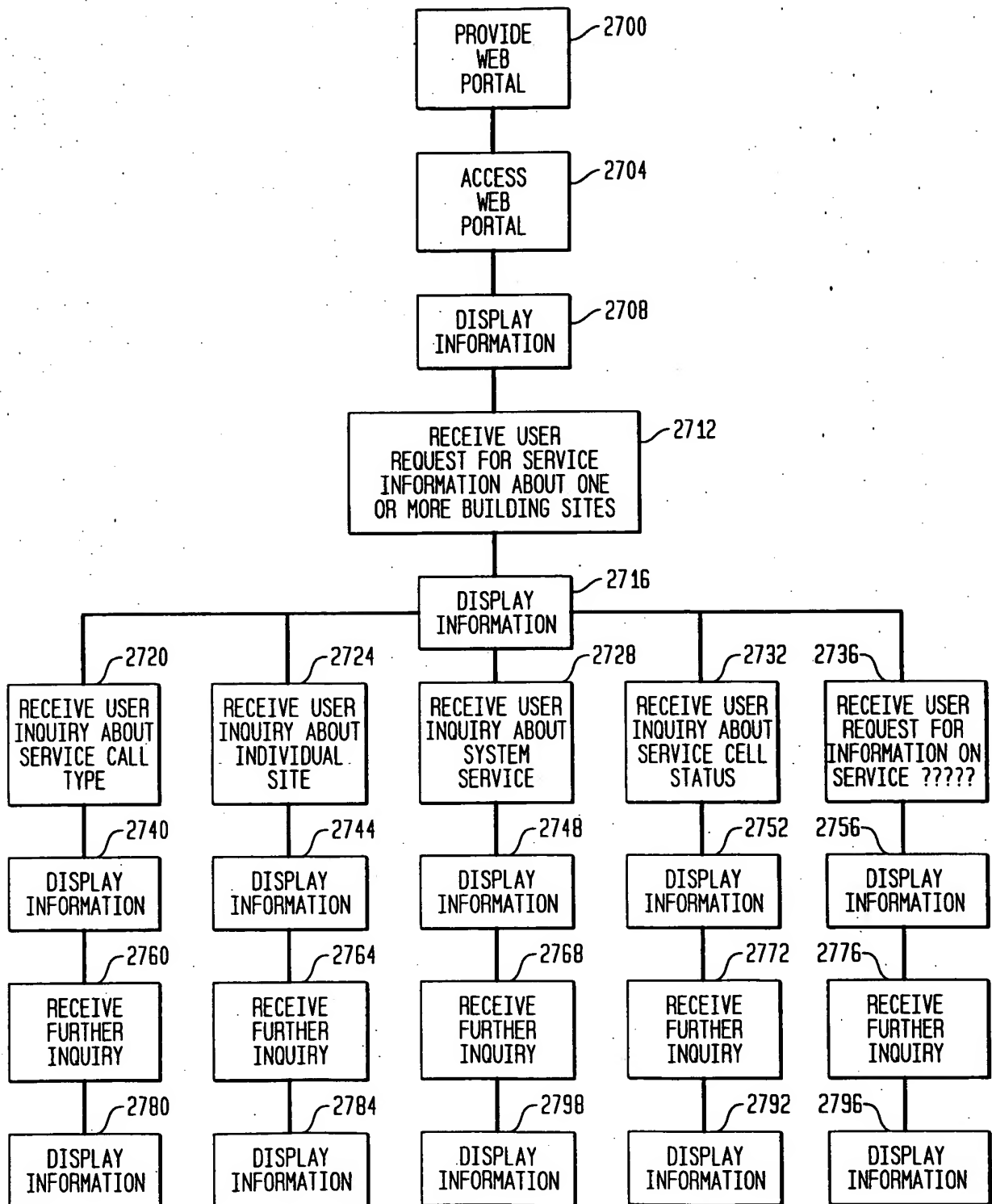
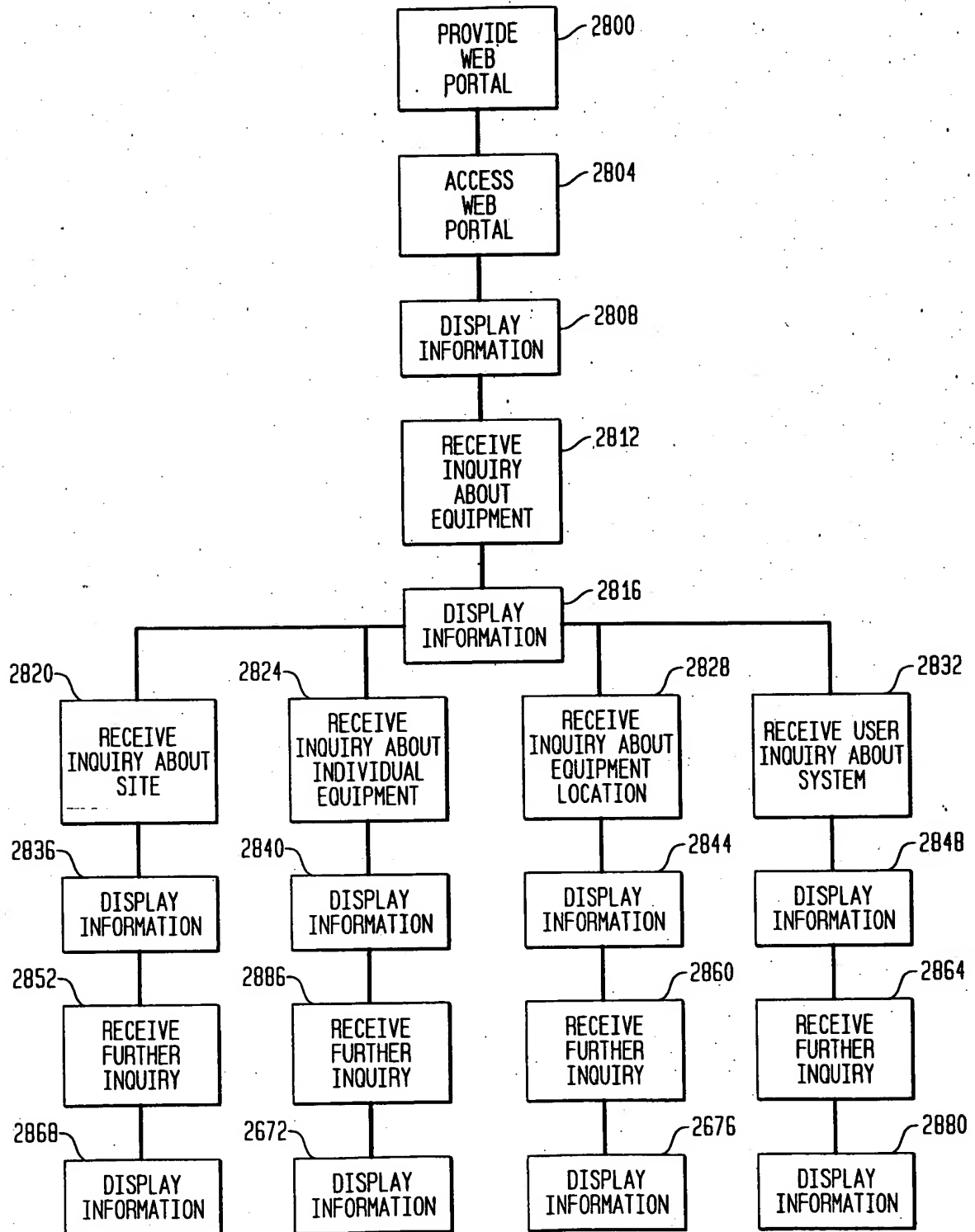


FIG. 28



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FIG. 29

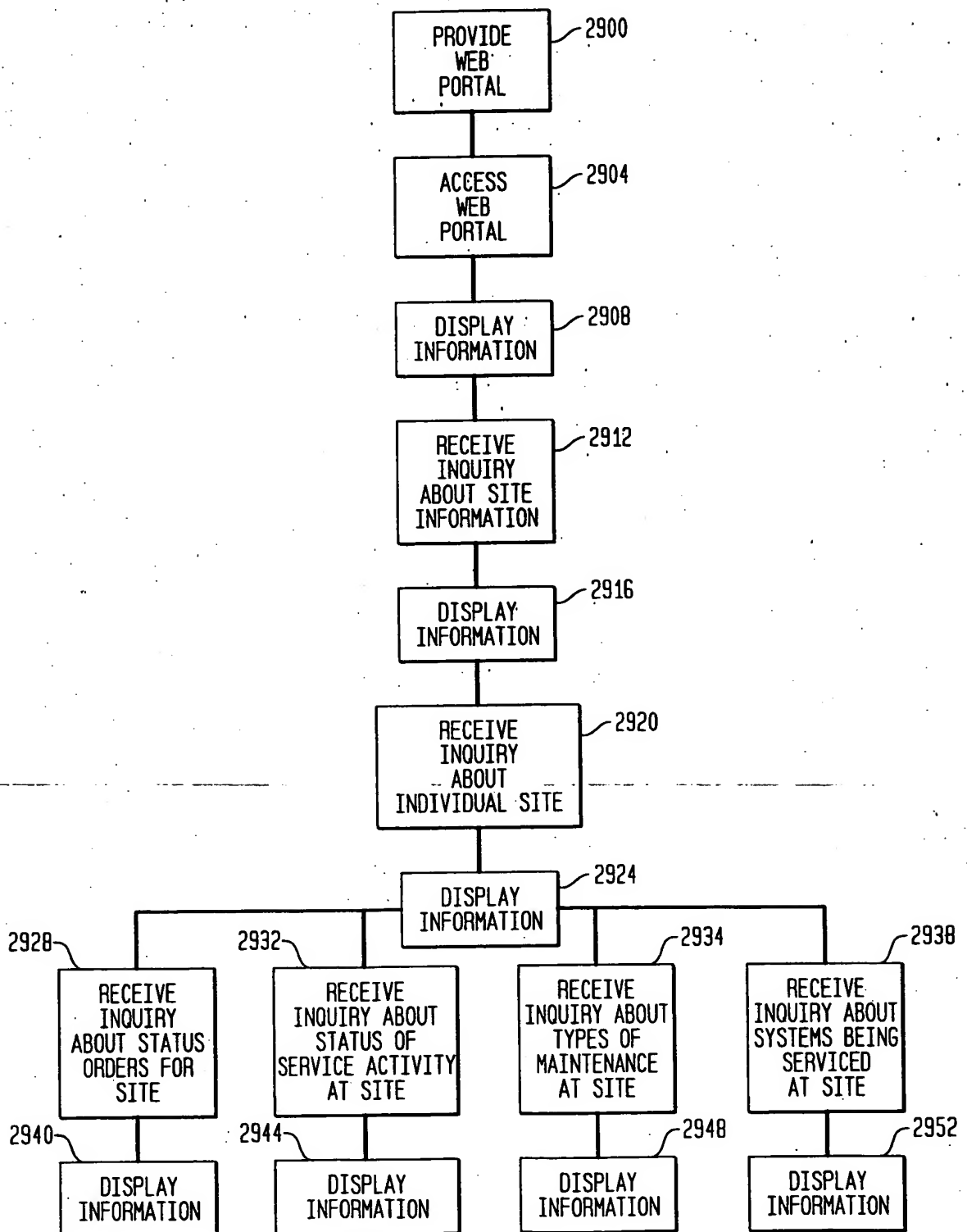


FIG. 30

